Accelerate Progress for Students

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DATE: February 21, 2025
RFP NUMBER: 25-056RR
RFP TITLE: WEBSITE MAINTENANCE AND HOSTING SERVICES
ADDENDUM NUMBER: 1

Please see Questions and Answers.

Question: My team received notice about your upcoming website project (RFP# 25-056RR). We are interested in submitting a proposal but wonder if your team would consider migrating off of Plone. Would proposals that feature the use of other content management systems be accepted?

Response: Per bullet point 1, under the Scope of Work: *"Migration to another system is out of scope for this maintenance RFP."*

Question: Can you provide an estimated budget for this contract?

Response: $51,780 annually

Question: Is there an incumbent vendor currently providing these services? If so, who is the vendor, and what are the reasons for issuing this RFP?

Response: There is an incumbent vendor currently providing these services.

Question: Who is the vendor and what are the reasons for issuing this RFP?

Response: The current vendor is Techmilo, LLC, and the RFP is being issued because the current service contract has expired.

Question: What are the key challenges APS has faced with its current website maintenance and hosting setup?

Response: We currently do not have any challenges with our current website maintenance and hosting setup.

Question: Can you provide more details on the hosting environment, including server specifications, OS, and preferred configurations

Response: Our hosting environment is a secure, cloud-based solution designed to meet industry best practices. This includes appropriate redundancy, backup protocols, and security measures. Page 23 of this RFP provides general information about our hosting infrastructure and technology stack. However, for security reasons, detailed specifications regarding server configurations, specific software versions, and other sensitive information will not be disclosed within this RFP.

Question: Beyond WCAG 2.1 compliance, are there any additional security requirements or compliance standards APS must adhere to?

Response: APS Acceptable Use Policy, data security to protect against hacking or breaches, FERPA/COPPA, and any other privacy-related and security best practices.

Question: Is there a target version for Plone upgrades, and are there any planned enhancements or custom features APS would like to implement?

Response: This maintenance RFP covers Plone updates up to and including version 4.xx. Upgrades to Plone 5.x or later are outside the scope of this RFP. Planned enhancements may include modernizing emergency alerts and integrating a Google Search console.

Question: Does APS require integration with any third-party systems (e.g., student portals, HR systems, analytics tools)? If so, can you provide details?

Response: Google Tag Manager and Google Analytics are integrated with the website.

Question: Does APS anticipate any customization needs beyond routine maintenance and security patches?

Response: Yes. Development work may include modernizing emergency alerts, integrating a Google Search console, or other enhancements to the UI/UX.

Question: What level of role-based access control is required for website administrators?

Response: The selected vendor would be granted an APS-authenticated contractor account that would by synced with Plone and given the appropriate roles and permissions within Plone for administrative control over the site.

Question: What are APS's backup frequency and retention policies? Is there a preference for a specific disaster recovery solution?

Response: Daily incremental backups are performed. A full backup is performed on the first day of each month.

Question: Are we allowed to perform remotely or offshore?

Response: Remote work within the United States may be considered. Offshore or international remote work is not permitted.

Question: From the Scope of Work, it seems that the primary focus is on maintenance and hosting, with some mention of usability improvements and intuitive interfaces. However, I'd like to confirm whether APS is looking for a full website redesign or more of a refinement and optimization of the existing site?

Response: This RFP does not cover a full redesign of APS.edu. The maintenance does include refinement and optimization of the existing site, troubleshooting issues, requested design changes, and maintenance/upgrades to servers/caching/related infrastructure.

Question: Additionally I noticed that APS currently uses the Plone CMS. Are you open to recommendations for alternative platforms, or is the expectation to strictly work within Plone?

Response: This RFP requires all work to be performed within the existing Plone platform. Proposals involving other platforms will be considered out of scope. A new platform would constitute a completely separate project, requiring a full cycle of design, development, content migration, accessibility assessment, and user acceptance testing. Such a project is beyond the scope of this current RFP.

Question: Can APS confirm that FEMA will have oversight over this contract and will audit the contractor's records?

Response: Not Applicable

Question: The U.S. Department of Labor's website states in its summary of Davis Bacon that the Act applies to labor related to "construction, alteration, or repair of public buildings". Can APS please confirm that Davis Bacon is indeed a requirement for the proposed work?

Response: Not Applicable

Question: Are we as a contractor required to have individuals on staff who are proficient in accessibility compliance such as the WCAG, Level A and AA mentioned in the RFP?

Response: APS prioritizes website accessibility, requiring WCAG Level A and AA compliance. While staff certifications are not mandatory, compliance must be demonstrated through a combination of developer skill, testing, and quality assurance.

Question: The SOW is not specific about technical requirements for Hosting of either the production or testbed/development system. Also, the infrastructure or IaaS cloud hosting line items are missing from the price proposal template. Please provide clarification on your technical requirements for the cloud IaaS and network infrastructure. e.g. disk capacity, read/write IO performance, compute cores, clock speed, RAM, network bandwidth and latency, uptime requirements?

Response: Testing servers are hosted and configured on our internal virtual machines. Cloud hosting costs are excluded from this RFP, as they are budgeted separately. The required uptime is 99.99%. For the purposes of this RFP, please note that the technical requirements and network infrastructure of our cloud hosting server are not relevant at this time.

Question: Will the contractor have access to all the necessary components of the hosting provider to fully manage the website and its associated needs? Specifically, will we have access to a dashboard, a CLI on Linux, or other similar management methods?

Response: Yes, the contractor will have access to all the necessary components of the hosting provider in order to fully manage the website and its associated needs.

Question: Will the contractor be required to maintain a contractor owned ticketing system to facilitate the collaboration between participants and to memorialize the work that was performed? If so, will a single ticket represent a single task? How long after the contract has concluded will the contractor be required to maintain the records.

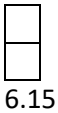
Response: Support tickets are managed internally using Jira or similar. A designated point of contact will review all issues before they are submitted as tickets. All documentation created during the contract period will be the property of Albuquerque Public Schools and must be transferred to upon contract completion.

Question: Can the description of the consultant be more broadly described so we can accurately price the individual(s) that would be required to fulfill this job category? We view the consulting scope for this kind of work could fall under multiple categories like Cybersecurity, Frontend and Backend Development, Business practices, and Infrastructure Maintenance. Can APS please expand on their expectations of this job category?

Response: We are seeking a consultant or team with the combined expertise to address the needs outlined in the RFP. Proposals should clearly identify the individuals and their relevant expertise who will be dedicated to this contract, and how their skills align with the RFP requirements. Pricing should reflect the resources required in support of these services?

Question: Will the contractor be required to submit time cards?

Response: The contractor will be required to submit invoicing that outlines a description of the work completed and the number of hours that it took to complete the work. Specific time cards are not required.



Question: What are the expected SLAs for support response and issue resolution? Is there an on-call requirement for critical issues?

Response: Service Level Agreement details are provided in the section below:

Service Level Agreement

I. Incident Severity:

- **P1 (Critical - Emergency):** APS.edu outage or major disruption (e.g., DDoS).
- **P2 (Major - Emergency):** Significant site performance degradation (e.g., caching, traffic surges)
- **P3 (Moderate - Non-Emergency):** Important service unavailable (e.g., LDAP).
- **P4 (Minor - Non-Emergency):** Non-critical requests.

II. Response & Resolution (During Business Hours):

Severity	Response	Resolution
P1	<1 hour, 24/7	<1 hour
P2	<2 hours, 24/7	<4 hours
P3	<12 hours	<24 hours
P4	<12 hours	48+ hours

III. Response & Resolution (Outside Business Hours):

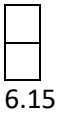
Severity	Response	Resolution
P1	<1 hour, 24/7	<1 hour
P2	<2 hours, 24/7	<4 hours
P3	<12 hours	<24 hours
P4	Next bus. day	48+ hours

IV. Support (Business Hours):
Task management software, phone, text, email, chat (Monday - Friday 8 a.m. - 5 p.m. MT).

V. Exclusions:
Customer hardware/software, third-party services, force majeure, scheduled maintenance, user error.

VI. Reporting:
Analysis and documentation for all P1/P2 incidents. Documentation may need to include Root Cause Analysis (RCA).

VII. Escalation:
For P1/P2/P3 incidents, escalation is directly to the Plone maintenance contractor.



ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:
Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

_____
Company/Firm Name

_____
Signature

_____
Date